

## PERFORMANCE MEASUREMENT TOOLS INVENTORY

### 1. Client Satisfaction Cards

- Purpose: (1) Provide assessment of a specific service contact with the Court.  
(2) Provide data for (a) need/demand, (b) work input, (c) work output, and (d) outcome measures.
- Contents: (1) Description of services sought.  
(2) Description of services obtained.  
(3) Quality of service provision, such as treatment by court personnel, time spent in receiving service, and effectiveness of service.  
(4) Optional user profile information.
- Frequency: (1) On-going  
(2) Linked to a specific service, e.g., treatment by staff person when requesting information at a court facility.  
(3) Completed for services selected to be included in an annual assessment.

### 2. Client Satisfaction Focus Groups

- Purpose: (1) Provide detailed information about satisfaction with aspects of Court programs and operations, and improvement suggestions.  
(2) Provide data for (a) need/demand, and (b) outcome/quality measures.
- Contents: (1) Expectations for services.  
(2) Assessment of service delivery.  
(3) Identification of ways to disseminate information about the Courts to the community.
- Frequency: (1) Six months following the implementation of performance measurement.  
(2) Annual assessment of targeted programs or operations.

### 3. General Community Surveys

- Purpose: (1) Provide information for assessing public expectations for services, and quality of service delivery.  
(2) Provide data for (a) need/demand, and (b) outcomes/quality measures.
- Contents: (1) Court issues and community problems.  
(2) Personal and community safety.  
(3) Contact with and knowledge of the Courts.  
(4) Expected and desired Court services.  
(5) Evaluation of Courts.  
(6) Community demographics.
- Frequency: (1) Every three years.

#### **4. Court Personnel Surveys**

Purpose: (1) Provide information for assessing employee needs, expectations, and concerns.  
(2) Provide data for (a) work output, and (b) outcomes/quality measures.

Contents: (1) Work processes.  
(2) Job evaluation and career goals.  
(3) Personal and organizational morale.  
(4) Trust issues.  
(5) Competency issues.  
(6) Discipline and accountability issues.  
(7) Assessment of major court programs, policies, and issues.  
(8) Strengths and weaknesses of the Courts.  
(9) Law enforcement trends.

Frequency: (1) Target a unit or few units each year.  
(2) Entire system every five years.

#### **5. Aggregate Activity Logs**

Purpose: (1) Provide information about the types and amount of work completed by the Courts.  
(2) Provide detailed data for (a) work input, (b) work output, (c) productivity, and (d) efficiency measures.

Contents: (1) Five to ten specific measures of activities critical to each unit of the Court.  
(2) Summation of unit activities.

Frequency: (1) Ongoing data collection using automated systems such as DISCUS.  
(2) Quarterly aggregation

#### **6. Individual Activity Logs**

Purpose: (1) Provide information about the types and amount of work completed by individuals of the Court.  
(2) Provide detailed data for (a) work input, (b) work output, (c) productivity, and (d) efficiency measures.

Contents: (1) Three to Five specific measures of activities critical to an individual's job and the work of a unit of the Court.  
(2) Summation of individual activities aggregated to unit activities.

Frequency: (1) Ongoing data collection.  
(2) Quarterly aggregation.

## **7. Citizen Panels**

Purpose: (1) Provide very detailed information about citizen needs, expectations, and satisfaction with court services and a forum for court/citizen problem solving.  
(2) Provide detailed data for (a) need/demand, and (b) outcomes/quality measures.

Contents: (1) Expectations, needs, and satisfaction assessment.  
(2) Safety, fear, cultural change, cognitive mapping exercises.  
(3) Performance measurement reporting systems assessment.  
(4) Court perception diaries.

Frequency: Every five years.

## **8. Management and Program Assessments**

Purpose: (1) Provide information about specific Court operations and programs.  
(2) Provide information about justice partner and service providers interactions with the Courts.  
(3) Provide detailed information for (a) need/demand, (b) work input, (c) work output, (d) productivity, (e) outcomes\quality, and (f) efficiency measures.

Contents: (1) Expected and desired court services.  
(2) Court/service provider communications and conflicts.  
(3) Evaluation of the Court including its strengths and weaknesses.  
(4) Future issues and trends.  
(5) Other contents will be dependent on topic area.

Frequency: (1) One program every two years

## **9. Traditional Caseload Statistics**

Purpose: (1) Provide general profile of caseloads.  
(2) Provide data for long-term (a) work input, and (b) outcome/quality measures.

Contents: (1) Filings and dispositions

Frequency: (1) Annual

## **10. Targeted Focus Groups**

Purpose: (1) Provide detailed information about satisfaction with the structure and operations of court programs and units.  
(2) Provide data for (a) need/demand, and (b) outcome/quality measures.

Contents: (1) Expectations for services.  
(2) Assessment of service delivery.  
(3) Identification of ways to disseminate information about the Court to community.

Frequency: (1) As needed for program and unit reviews associated with detailed program and unit assessments.

### **11. Community and Service User Profiles**

Purpose: (1) Provide demographic and socio-economic profile of potential service population.  
(2) Provide demographic and socio-economic profile of actual service user population.  
(3) Provide data for (a) need/demand, (b) work input, and (c) outcomes/quality measures.

Contents: (1) Description of general community demographic and socio-economic characteristics.  
(2) Likely changes in community characteristics.  
(3) General community demographic and socio-economic characteristics by neighborhoods or other meaningful geographic indicators.  
(4) Characteristics of service users.

Frequency: Every three years.

### **12. Court Staffing and Services Inventory**

Purpose: (1) Provide profile of types of services provided by the Court and how services are staffed.  
(2) Provide data for (a) work output, (2) productivity, and (3) efficiency measures.

Contents: (1) Profile of staffing by functions and units.  
(2) Inventory of range of services provided by Court.

Frequency: Annual update.

### **13. General Community, and Justice Agency Partner Surveys**

Purpose: (1) Provide baseline information about public, justice agency and service providers, and Court personnel expectations and satisfaction.

Contents: (see numbers 3, 4, and 8 above)

Frequency: Every three years.

### **14. Interviews With Staff Supervisors**

Purpose: (1) Provide information effectiveness of staff selection and training.

Contents: (1) Staff performance  
(2) Training needs

Frequency: Targeted annual assessments.

### **15. Infrastructure Inventory Checklist**

Purpose: (1) Provide baseline for assessing the presence or absence of the infrastructure needed  
to support Court work processes.

Contents: (1) Listing of infrastructure needs  
(2) Checklist of infrastructure adequacy

Frequency: Once every three years for each process; add one new process each year.

**Superior Court of CA, County of Siskiyou  
PERFORMANCE EVALUATION PROJECT**

July 1,2002

**SAMPLE FOCUS GROUP QUESTIONS**

These are the types of general questions that should be asked as part of focus group sessions targeting a particular court service or work process, such as the services received by drug court participants. The order of questions might change depending on the group, and additional questions will be added where appropriate. The juvenile drug court and the recruitment and hiring process are used as examples.

## **Drug Court**

### **Questions For People Who Have Participated in the Drug Court**

1. What types of activities and programs did you participate in as part of drug court?
2. Were you able to obtain the services you felt you needed? If not, why not?
3. Were the things you were required to do as part of drug court helpful? What things were helpful? What things were not helpful? Why?
4. How well were you treated by drug court personnel?
5. What problems did you have with drug court?
6. How might drug court be improved?

### **Questions For Drug Court Personnel**

1. Who uses the Court?
2. Who should be using the Court but do not?
3. Do you have the support you need to provide appropriate services?
4. How adequate are program staffing and facilities?
5. What types of additional training do you need to do a better job?
6. How might Drug Court services be improved?

# **Recruitment and Hiring Process**

## **Questions For New Staff**

1. How did you find-out about the job opportunity with the Siskiyou County Superior Court?
2. Did you feel that the hiring process was fair? Why or why not?
3. Were you able to find the information you needed to determine the philosophy, structure and organization, and culture of the Siskiyou County Superior Court? Where did you find this information?
4. Did the training you received adequately prepare you to work for the Superior Court? What aspects of your training seemed useful and which did not?
5. How might Superior Court recruitment, hiring, and training be improved?
6. Do you have any other observations about Siskiyou County Superior Court recruitment and hiring?

## **Questions For Supervisors**

1. How would you rate the new staff? What are their strengths and weaknesses? How do they differ, if at all, from other staff hired previously?
2. Have we hired people with the capacity to develop strong customer service skills?
3. Have we hired people who are problem solvers, and have strong written and oral communications skills?
4. Did the training staff received adequately prepare them to work for the Siskiyou County Superior Court? What aspects of your training seemed useful and which did not?
5. How might Superior Court recruitment, hiring, and training be improved?
6. Do you have any other observations about Siskiyou County Superior Court recruitment and hiring?

**Superior Court of CA, County of Siskiyou**  
**PERFORMANCE EVALUATION PROJECT**  
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**EXAMPLE: COURT USER SATISFACTION COMMENT CARD**

**Overview**

The following will appear on a 7 by 11 inch folded return card.

Front of Card Contents:

**SISKIYOU COUNTY SUPERIOR COURT**  
**[Contact, Title]**  
**P.O. Box 1026**  
**Yreka, CA 96097**

**PUBLIC SATISFACTION SURVEY**  
**(phone number for contact person)**

We hope our staff at the Siskiyou County Superior Court welcomed and assisted you today. It is the goal of all Court personnel to serve the public courteously and effectively.

Your opinions are important! Please take a few minutes to tell us how we're doing. Then drop this card in our Comment Box or mail it back to us.

If you had any problems that you would like to report to a manager, please call me directly at (contact phone number). If you prefer that I call, please provide your name and telephone number.

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Thank you for your time.

[Signature]  
[Title]

Back of Card Contents:

Siskiyou County Superior Court  
PO Box 1026  
Yreka, CA 96097

**Siskiyou County Superior Court**  
**PO Box 1026**  
**Yreka, CA 96097**  
**Attn: [contact]**

Interior of Card Contents:

Date: \_\_\_\_\_

1. What brought you to the Superior Court today? (Check all boxes that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> was told to come here by: _____ | <input type="checkbox"/> to serve on a jury          |
| <input type="checkbox"/> to get information              | <input type="checkbox"/> to meet with an attorney    |
| <input type="checkbox"/> to get report copy or copies    | <input type="checkbox"/> for a scheduled appointment |
| <input type="checkbox"/> to appear in court              | <input type="checkbox"/> for a group meeting         |
| <input type="checkbox"/> to pay a fine or fines          | <input type="checkbox"/> for training                |
| <input type="checkbox"/> to ask for help                 | <input type="checkbox"/> other reason _____          |
| <input type="checkbox"/> to pay a traffic ticket         | _____  |

2. Did you have trouble finding us? ☐ yes ☐ no

3. How did you get to the Court today? ☐ auto ☐ walked ☐ bike ☐ bus

4. When at the Court.

Did our staff greet you? ☐ Yes ☐ No

Did you feel our staff were:

Prompt? ☐ Yes ☐ No

Courteous? ☐ Yes ☐ No

Knowledgeable? ☐ Yes ☐ No

Able to help you? ☐ Yes ☐ No



Did the court staff:

Give you the information you needed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Treat you fairly?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Want to assist you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Treat you with respect?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have answers to your questions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Locate the right person or people needed to assist you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Listen to you carefully?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Any comments? \_\_\_\_\_

5. About how long did you wait to talk with someone at the Court? I waited about \_\_\_\_\_ minutes

6. Based on your visit today to the Siskiyou County Superior Court, please rate us on each of the following factors:

	GOOD		OK		FAIR
Service Desk Staff	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
Other Court Staff	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
Lobby Environment	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	

7. Do you have any suggestions for improving the Siskiyou County Superior Court?

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[End of Card ]

## **PERFORMANCE EVALUATION PROJECT**

### **Example: Justice Partner Survey Questions**

March 29, 2002

A. General Ratings [On a ten-point scale ranging from 1 = Very Ineffective (negative) to 10 = Very Effective (positive)]

1. How effective are the methods our two organizations use to interact with each other?
2. How difficult is it to receive information from the court?
3. How difficult is it to receive assistance from the court?

B. Conflicts Among Agencies

1. What types of conflicts occur between our two organizations
2. Where do the conflicts occur (e.g., with a specific court unit or division, etc.)?
3. What are the sources of the conflict?
4. What recommendations to you have for improvements?

C. Court Strengths

1. What are the greatest strengths of the Siskiyou County Superior Court?
2. How might the court build on these strengths?

# Superior Court of California, County of Siskiyou COURT USER SURVEY – COURT HEARING

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to the community and particularly to you, a user of the Court's services. To serve you better, the Court would like your opinions about its' services. Your responses to the questions below are completely confidential.

**Please take a few moments to complete this survey and place it in one of the secure boxes located in the hallways on each floor. Or, you may give the completed survey to a court employee as you leave today. Please ask a court staff person if you need help completing this survey. Thank you for your assistance.**

## PART I: COURT PERFORMANCE

Below are several statements about the Courts' performance and your experience in the court today. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
1. I understood what I needed to do to proceed with my case (or the case in which I am involved).	6	5	4	3	2	1	0
2. For me, the cost of going to court was reasonable.	6	5	4	3	2	1	0
3. It has been easy for me to get information from the Court about my case (or the case in which I am involved).	6	5	4	3	2	1	0
4. The distance I traveled to get to the Court today was reasonable.	6	5	4	3	2	1	0
5. The information and resources (e.g., forms, computers) provided by the Court helped me complete my court business.	6	5	4	3	2	1	0
6. The Court does a good job providing assistance to court users with special needs (e.g., disabled, non-English speaking, self-represented).	6	5	4	3	2	1	0
7. I found the location of my court hearing easily.	6	5	4	3	2	1	0
8. The judge hearing my case (or the case in which I am involved) treated me with respect.	6	5	4	3	2	1	0
9. Other staff treated me with respect.	6	5	4	3	2	1	0
10. The judge hearing my case (or the case in which I am involved) seemed to be fair and impartial in his / her decision.	6	5	4	3	2	1	0
11. I believe the Court's procedures were fairly applied in my case (or the case in which I am involved).	6	5	4	3	2	1	0
12. The judge hearing my case (or the case in which I am involved) gave all parties time to tell their side of the story.	6	5	4	3	2	1	0

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**COURT USER SURVEY – COURT HEARING**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
13. I believe the decision reached in my case (or the case in which I am involved) was fair.	6	5	4	3	2	1	0
14. The time it has taken or is taking to resolve my case (or the case in which I am involved) has been/is reasonable.	6	5	4	3	2	1	0
15. My court hearing today started at the time it was scheduled to begin.	6	5	4	3	2	1	0
16. The amount of time I spent at the Court today was reasonable.	6	5	4	3	2	1	0
17. Court staff assisted me in a timely manner.	6	5	4	3	2	1	0
18. The judge hearing my case (or the case in which I am involved) kept all parties informed about what was going on with the case.	6	5	4	3	2	1	0
19. The judge hearing my case (or the case in which I am involved) explained his/her ruling or decision to all parties.	6	5	4	3	2	1	0
20. Court staff was helpful to me.	6	5	4	3	2	1	0
21. Court staff were able to answer my questions.	6	5	4	3	2	1	0
22. I feel safe in the courthouse.	6	5	4	3	2	1	0
23. The judge hearing my case (or the case in which I am involved) seemed knowledgeable about the law and procedures.	6	5	4	3	2	1	0

**PART II: PERFORMANCE RATINGS**

Please rate how well you believe the Siskiyou County Superior Court is doing in each of the following areas.

*(Please circle one number for each statement. Circle “0” if you don’t know, are not sure, have no opinion, or if the question is not applicable.)*

	Excellent	Good	Fair	Poor	Don't Know
24. Overall, how would you rate the Siskiyou County Superior Court on its <u>accessibility</u> to people like you who need to use the court?	4	3	2	1	0
25. Overall, how would you rate the <u>fairness</u> of judicial officers in applying court procedures?	4	3	2	1	0
26. Overall, how would you rate the <u>fairness</u> of decisions made by the Court's judicial officers?	4	3	2	1	0

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**COURT USER SURVEY – COURT HEARING**

	Excellent	Good	Fair	Poor	Don't Know
27. Overall, how would you rate the <u>timeliness</u> of decisions made by the Court's judicial officers?	4	3	2	1	0
28. Overall, how would you rate the <u>effectiveness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
29. Overall, how would you rate the <u>quality</u> of the services you received today from the Siskiyou County Superior Court?	4	3	2	1	0
30. Based on all your court experiences today and in the past, how would you rate the Court on its <u>performance overall</u> ?	4	3	2	1	0

**PART III: SATISFACTION**

Please rate your level of satisfaction in the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

<b>How satisfied were you with...</b>	Extremely Satisfied	Satisfied	Somewhat Satisfied	Somewhat dissatisfied	Dissatisfied	Extremely dissatisfied	Don't Know
31. The manner in which your court hearing (or the hearing in which you were involved) was conducted today?	6	5	4	3	2	1	0
32. The outcome of your court hearing (the hearing in which you were involved)?	6	5	4	3	2	1	0
33. The length of time it took today to begin and complete the court hearing in which you were involved?	6	5	4	3	2	1	0
34. The length of time it has taken or is taking overall to resolve the legal matter in which you are involved?	6	5	4	3	2	1	0
35. The way the judge and court staff treated you today?	6	5	4	3	2	1	0

**PART IV: QUESTIONS ABOUT YOU AND YOUR EXPERIENCE TODAY**

Please provide the following information about yourself and your experience today. Your answers are for statistical purposes only and will not be reported individually.

**1. How long did it take you to complete your court business today?**

*(Please circle one answer)*

- 1 - Less than 30 minutes
- 2 - 30 minutes but less than 60 minutes
- 3 - 1 hour but less than 2 hours
- 4 - 2 hours or more
- 0 - Don't know/not sure

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**COURT USER SURVEY – COURT HEARING**

**2. How far did you have to travel to get to the courthouse today?**

*(Please circle one answer)*

- 1 - Less than five (5) miles
- 2 - 5-15 miles
- 3 - 16-25 miles
- 4 - More than 25 miles
- 0 - Don't know/not sure

**3. What was the outcome of your court hearing today?**

*(Please circle one answer)*

- 1 - The case was decided in my favor
- 2 - The case was decided partially in my favor
- 3 - The case decided in favor of the other party
- 4 - The case was decided partially in favor of the other party
- 5 - The was no ruling/decision today
- 0 - Don't know/not sure

**4. What type of matter brought you to the Court today?**

*(Please circle all that apply)*

- 1 - Traffic
- 2 - Criminal
- 3 - Small Claims
- 4 - Civil
- 5 - Family
- 6 - Probate
- 7 - Juvenile
- 8 - Other (please specify) \_\_\_\_\_

**5. How were you involved in the case that brought you to the Court today?**

*(Please circle one answer)*

- 1 - Party with legal representation
- 2 - Party without legal representation
- 3 - Attorney
- 4 - Court support representative (e.g., probation, social services)
- 5 - Victim
- 6 - Law enforcement officer
- 7 - Witness
- 8 - Friend/family member
- 9 - Other (please specify) \_\_\_\_\_
- 0 - Don't know/not sure

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**COURT USER SURVEY – COURT HEARING**

**6. What is your ethnic background?**

*(Please circle one answer)*

- 1 - Hispanic/Latino/Spanish American
- 2 - White/Caucasian (non-Hispanic)
- 3 - African American/Black
- 4 - Native American/Native Alaskan
- 5 - Asian/Asian American/Pacific Islander
- 6 - Mixed Ethnic background *(please specify)* \_\_\_\_\_
- 7 - Other (please specify) \_\_\_\_\_

**7. What is the highest grade in school you have had an opportunity to complete?**

*(Please circle one answer)*

- 1 - Less than high school graduate
- 2 - High school graduate
- 3 - Associate degree
- 4 - Bachelor's degree
- 5 - Graduate/professional degree

**Thank you for taking the time to complete this survey. Your comments are valuable to us.**

Superior Court of California, County of Siskiyou  
**COURT USER SURVEY – OTHER COURT BUSINESS**

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to the community and particularly to you, a user of the Court's services. To serve you better, the Court would like your opinions about its' services. Your responses to the questions below are completely confidential.

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**PART I: COURT PERFORMANCE**

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*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
1. I understood what I needed to do to complete my court business today.	6	5	4	3	2	1	0
2. For me, the cost of doing my court business is reasonable.	6	5	4	3	2	1	0
3. Information I need to do my court business has been easy to get.	6	5	4	3	2	1	0
4. The distance I traveled to get to the Court today was reasonable.	6	5	4	3	2	1	0
5. The information and resources (e.g., forms, computers) provided by the Court helped me complete my court business.	6	5	4	3	2	1	0
6. I easily found where I needed to go in the Courthouse to complete my court business.	6	5	4	3	2	1	0
7. If the Court provided with the option, I would use technology to help me do my court business without coming to court.	6	5	4	3	2	1	0
8. The Court does a good job providing assistance to court users with special needs (e.g., disabled, non-English speaking, self-represented).	6	5	4	3	2	1	0
9. Court staff treated me with respect.	6	5	4	3	2	1	0
10. Court staff treated me fairly.	6	5	4	3	2	1	0
11. I was able to complete my court business in a reasonable amount of time.	6	5	4	3	2	1	0
12. Court staff assisted me in a timely manner.	6	5	4	3	2	1	0



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**COURT USER SURVEY – OTHER COURT BUSINESS**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
13. Court staff were able to answer my questions.	6	5	4	3	2	1	0
14. Court staff were helpful to me.	6	5	4	3	2	1	0
15. Court staff treated me in a professional manner.	6	5	4	3	2	1	0
16. The Court's facilities were adequate for completing my court business.	6	5	4	3	2	1	0
17. I feel safe in the courthouse.	6	5	4	3	2	1	0

**PART II: PERFORMANCE RATINGS**

Please rate how well you believe the Siskiyou County Superior Court is doing in each of the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Excellent	Good	Fair	Poor	Don't Know
18. Overall, how would you rate the Siskiyou County Superior Court on its <u>accessibility</u> to people like you who need to do business with the Court?	4	3	2	1	0
19. Overall, how would you rate the <u>fairness</u> of court staff?	4	3	2	1	0
20. Overall, how would you rate the <u>timeliness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
21. Overall, how would you rate the <u>effectiveness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
22. Overall, how would you rate the <u>quality</u> of the services you received today from the Siskiyou County Superior Court?	4	3	2	1	0
23. Based on all your court experiences today and in the past, how would you rate the Court on its <u>performance overall</u> ?	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**COURT USER SURVEY – OTHER COURT BUSINESS**

**PART III: SATISFACTION**

Please rate your level of satisfaction in the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

How satisfied were you with...	Extremely Satisfied	Satisfied	Somewhat Satisfied	Somewhat dissatisfied	Dissatisfied	Extremely dissatisfied	Don't Know
24. The length of time it took today to begin and complete your court business?	6	5	4	3	2	1	0
25. The length of time it has taken or is taking overall to resolve the court matter in which you are involved?	6	5	4	3	2	1	0
26. The information and resources provided to you to help you complete your court business?	6	5	4	3	2	1	0
27. The way court staff treated you today?	6	5	4	3	2	1	0
28. The assistance provided to you by court staff?	6	5	4	3	2	1	0

**PART IV: QUESTIONS ABOUT YOU AND YOUR EXPERIENCE TODAY**

Please provide the following information about yourself and your experience today. Your answers are for statistical purposes only and will not be reported individually.

**1. How long did it take you to complete your court business today?**

*(Please circle one answer)*

- 1 - Less than 30 minutes
- 2 - 30 minutes but less than 60 minutes
- 3 - 1 hour but less than 2 hours
- 4 - 2 hours or more
- 0 - Don't know/not sure

**2. How far did you have to travel to get to the courthouse today?**

*(Please circle one answer)*

- 1 - Less than five (5) miles
- 2 - 5-15 miles
- 3 - 16-25 miles
- 4 - More than 25 miles
- 0 - Don't know/not sure

**3. What type of matter brought you to the Court today?**

*(Please circle all that apply)*

- 1 – Traffic
- 2 – Criminal
- 3 - Small Claims
- 4 – Civil
- 5 – Family
- 6 – Probate
- 7 – Juvenile
- 8 - Other *(please specify)* \_\_\_\_\_

Superior Court of California, County of Siskiyou  
**COURT USER SURVEY – OTHER COURT BUSINESS**

**4. What court business did you come to do at the Court today?**

*(Please circle one answer)*

- 1 – File papers / documents
- 2 – Pay a ticket, court fees, restitution, or make other payment
- 3 – Pay a filing fee
- 4 – Attend a court hearing
- 5 – Report for probation
- 6 – Attend mediation / arbitration
- 7 – Get information about my case / a case in which I am involved.
- 8 - Other *(please specify)* \_\_\_\_\_

**5. How were you involved in the matter that brought you to the Court today?**

- 1 – Party to a legal matter
- 2 – Private Citizen
- 3 – Business User
- 4 – Attorney
- 5 – Court support representative (e.g., probation, social services)
- 6 – Victim / Witness
- 7 – Family / Friend
- 8 – Other *(please specify)* \_\_\_\_\_
- 9 – Don't know / not sure

**6. What is your ethnic background?**

*(Please circle one answer)*

- 1 - Hispanic/Latino/Spanish American
- 2 - White/Caucasian (non-Hispanic)
- 3 - African American/Black
- 4 - Native American/Native Alaskan
- 5 - Asian/Asian American/Pacific Islander
- 6 - Mixed Ethnic background *(please specify)* \_\_\_\_\_
- 7 - Other *(please specify)* \_\_\_\_\_

**7. What is the highest grade in school you have had an opportunity to complete?**

*(Please circle one answer)*

- 1 - Less than high school graduate
- 2 - High school graduate
- 3 - Associate degree
- 4 - Bachelor's degree
- 5 - Graduate/professional degree

**Thank you for taking the time to complete this survey.  
Your comments are valuable to us.**

Superior Court of California, County of Siskiyou  
**ATTORNEY SURVEY**

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to the community and particularly to you, an attorney who uses the Court's services. As part of its' long range planning and improvement efforts and to better serve you the Court would like your opinions about its' services. Your responses to the questions below are completely confidential.

**Please take a few moments to complete this survey and place it in one of the secure boxes located in the hallways on each floor. Or, you may give the completed survey to a court employee as you leave today. Please ask a court staff person if you need help completing this survey. Thank you for your assistance.**

**PART I: COURT PERFORMANCE**

1. Which Siskiyou County Superior Court location do you have direct contact with most frequently?  
*(Please circle one answer)*

- |                           |                       |
|---------------------------|-----------------------|
| 1 – Yreka Courthouse      | 5 – Dorris Branch     |
| 2 – Weed Courthouse       | 6 – Happy Camp Branch |
| 3 – Family Law Court      |                       |
| 4 – Family Court Services |                       |

Below are several statements about the Courts' performance and your experience in the court today. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
2. In my opinion, the costs of going to court/conducting court business are reasonable.	6	5	4	3	2	1	0
3. It is easy for me to get information from the court about cases in which I am involved.	6	5	4	3	2	1	0
4. The distance I have to travel to get to the courthouse is reasonable.	6	5	4	3	2	1	0
5. If the Court provided me with the option, I would use technology to help me do court business without going to Court.	6	5	4	3	2	1	0
6. The Court does a good job providing assistance to court users with special needs (e.g., disabled, non-English speaking, self-represented).	6	5	4	3	2	1	0
7. Court procedures are understandable to all court users.	6	5	4	3	2	1	0
8. The parking facilities at/near the courthouse are adequate.	6	5	4	3	2	1	0
9. Judges treat attorneys with respect.	6	5	4	3	2	1	0
10. Court staff treats attorneys with respect.	6	5	4	3	2	1	0
11. Judges seem to be fair and impartial I their decisions.	6	5	4	3	2	1	0
12. Judges apply the courts' procedures fairly.	6	5	4	3	2	1	0
13. Judges give all parties a chance to tell their side of the story.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**ATTORNEY SURVEY**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
14. Judges treat all people equally.	6	5	4	3	2	1	0
15. The Court's procedures for selecting jurors are fair.	6	5	4	3	2	1	0
16. In general, I believe court cases are resolved in a reasonable amount of time.	6	5	4	3	2	1	0
17. In my experience, court hearings begin at the time they are scheduled to begin.	6	5	4	3	2	1	0
18. Court staff assists court users in a timely manner.	6	5	4	3	2	1	0
19. The Court uses appropriate alternative dispute resolution forums to resolve legal matters and disputes.	6	5	4	3	2	1	0
20. Judges explain their rulings to all parties.	6	5	4	3	2	1	0
21. Court staff are able to answer my questions.	6	5	4	3	2	1	0
22. I feel safe in the courthouse.	6	5	4	3	2	1	0
23. Judges are knowledgeable about the law and procedures.	6	5	4	3	2	1	0
24. The Courts' facilities (e.g., security, conference/meeting rooms, restrooms) are adequate.	6	5	4	3	2	1	0
25. Judges take time to explain court procedures to unrepresented parties.	6	5	4	3	2	1	0
26. The Court does a good job of helping court users do their court business.	6	5	4	3	2	1	0
27. The Court is accountable to the public for the way it spends its' money.	6	5	4	3	2	1	0
28. The Court works well with its local justice system partners (e.g., district attorney, public defender, law enforcement, probation)	6	5	4	3	2	1	0
29. The Court works well with the leadership of the Siskiyou County Bar Association.	6	5	4	3	2	1	0
30. The Court educates the public about its' services.	6	5	4	3	2	1	0
31. The Court works well with the community it serves.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**ATTORNEY SURVEY**

**PART II: PERFORMANCE RATINGS**

Please rate how well you believe the Siskiyou County Superior Court is doing in each of the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Excellent	Good	Fair	Poor	Don't Know
32. Overall, how would you rate the Siskiyou County Superior Court on its <u>accessibility</u> to attorneys?	4	3	2	1	0
33. Overall, how would you rate the <u>fairness</u> of judicial officers in applying court procedures?	4	3	2	1	0
34. Overall, how would you rate the <u>fairness</u> of decisions made by the Court's judicial officers?	4	3	2	1	0
35. Overall, how would you rate the <u>timeliness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
36. Overall, how would you rate the <u>effectiveness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
37. Overall, how would you rate the <u>quality</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
30. Based on all your court experiences, how would you rate the Court on its <u>performance overall</u> ?	4	3	2	1	0

**PART III: SATISFACTION**

Please rate your level of satisfaction in the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

How satisfied are you with...	Extremely Satisfied	Satisfied	Somewhat Satisfied	Somewhat dissatisfied	Dissatisfied	Extremely dissatisfied	Don't Know
39. Access to information about the cases in which you are involved?	6	5	4	3	2	1	0
40. The manner in which court hearings are conducted?	6	5	4	3	2	1	0
41. The length of time it takes overall to resolve the legal matters in which you are involved?	6	5	4	3	2	1	0
42. The manner in which judges treat you?	6	5	4	3	2	1	0
43. The manner in which court staff treats you?	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**ATTORNEY SURVEY**

**PART IV: QUESTIONS ABOUT YOU AND YOUR EXPERIENCES**

Please provide the following information about yourself. Your answers are for statistical purposes only and will not be reported individually.

44. How long have you been representing clients in the Siskiyou County Courts?

***(Please circle one answer)***

- 1 - Less than 1 year
  - 2 - 1 year, but less than 5 years
  - 3 - 5 years, but less than 10 years
  - 4 - 10 years, but less than 20 years
  - 5 - 20 or more years
  - 6 - Other (please explain)
- 

45. How frequently do you have direct contact (e.g., appear for hearings, call the Court for information) with the Siskiyou County Superior Court in an average month?

***(Please circle one answer)***

- 1 - Very frequently (i.e., daily)
- 2 - Frequently (i.e., at least once per week)
- 3 - Occasionally (i.e., at least once every other week)
- 4 - Seldom (i.e., at least once per month)
- 5 - Never

46. What type of legal matters do you handle primarily?

***(Please circle all that apply)***

- 1 - Traffic
- 2 - Criminal
- 3 - Civil
- 4 - Family
- 5 - Probate
- 6 - Juvenile
- 7 - Other *(please specify)* \_\_\_\_\_

47. Whom do you represent primarily?

***(Please circle one answer)***

- 1 - Mostly plaintiffs/petitioners
- 2 - Mostly defendants/respondents
- 3 - Mostly children
- 4 - Both plaintiffs/petitioners and defendants/respondents
- 5 - Other *(please specify)* \_\_\_\_\_

48. What is your ethnic background?

***(Please circle one answer)***

- 1 - Hispanic/Latino/Spanish American
- 2 - White/Caucasian (non-Hispanic)
- 3 - African American/Black
- 4 - Native American/Native Alaskan
- 5 - Asian/Asian American/Pacific Islander
- 6 - Mixed Ethnic background *(please specify)* \_\_\_\_\_
- 7 - Other *(please specify)* \_\_\_\_\_

Superior Court of California, County of Siskiyou  
**ATTORNEY SURVEY**

49. In your opinion, what are the three greatest *strengths* of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

50. In your opinion, what are the three *most pressing problems* of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

51. Please identify up to three changes you would *most* like to see made to the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Thank you for taking the time to complete this survey. Your comments are valuable to us.**  
**Please return this survey no later than MM/DD/YY.**  
**Feel free to attach additional pages of comments.**



Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to the community and particularly to you as a juror. To serve you better, the Court would like your opinions about its' services. Your responses to the questions below are completely confidential. If you have served on jury duty in the past, please answer the following questions in terms of the jury service experiences you have today or over the next few days.

There are three major parts to this survey: (1) a series of questions for ***all jurors*** (questions 1-39), (2) a series of questions for jurors who participated in the ***jury selection process*** (i.e., were called to a courtroom) (questions 40-46), and (3) a series of questions for jurors who ***served on a jury*** (questions 47-63). **Some of the questions ask about your experiences in the Courthouse today and should only be answered at the end of your jury service.** Please take a few moments to complete this survey and place it in one of the secure boxes located in the jury assembly room or at the exit to the Courthouse. Alternately, you may give your completed survey to a court employee before you leave today. Please ask a court staff person if you need help completing this survey. Thank you in advance for taking the time to complete and return this survey.

## PART I: QUESTIONS FOR ALL JURORS

Please provide the following information about yourself and your experience with jury service.

1. Gender (*Please circle one response*)  
1 – Male                      2 – Female
2. What category below includes your age? (*Please circle one response*)  
1 – 18-25 years                  4 – 45-54 years  
2 – 26-34 years                  5 – 55-64 years  
3 – 35-44 years                  6 – 65 years or more
3. What is the highest level of education you have had the opportunity to complete? (*Please circle one response*)  
1 – Less than high school graduate                  4 – Bachelor’s degree  
2 – High school graduate                                  5 – Graduate/professional degree  
3 – Associate degree
4. What category below best describes your race/ethnic background? (*Please circle one response*)  
1 – Hispanic/Latino/Spanish American                  4 – Native American/Native Alaskan  
2 – White/Caucasian (non-Hispanic)                  5 – Asian/Asian American/Pacific islander  
3 – African American/Black                                  6 – Mixed ethnic background (*please specify*) \_\_\_\_\_  
7 – Other (*please specify*) \_\_\_\_\_
5. What category below best describes your employment status? (*Please circle one response*)  
1 – Employed full time                                  5 – Retired  
2 – Employed part time                                  6 – Student  
3 – Self-employed    7 – Unemployed, seeking employment  
4 – Homemaker    8 – Unemployed, not seeking employment  
9 – Other (*please specify*)
6. Before your jury service today, how many times in the last 5 years have you reported for jury duty?  
# of times \_\_\_\_\_ 0 – None, this is the first time I have reported for jury duty
7. In your estimation, what percentage of all the time you spent at the Courthouse today was spent waiting for something to happen? (*Please circle one response*)  
1 – 25% or less of the time I was at the Courthouse  
2 – 26% - 50% of the time I was at the Courthouse  
3 – 51% - 75% of the time I was at the Courthouse  
4 – Over 75% of the time I was at the Courthouse
8. How many hours did you spend at the court today on jury service? (*Please circle one response*)  
Less than 4 hours                  4-6 hours                  More than 6 hours                  Don’t know/not sure

Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

9. How far did you have to travel to get to the courthouse today? *(Please circle one response)*

Less than 5 miles      5-15 miles      16-25 miles      More than 25 miles      Don't know/not sure

10. By State law, jurors are not paid for the first day of service, but are paid ***\$15 per day plus mileage for every day they serve after the first day.*** What do you think is a fair daily amount to pay jurors for their service?

\$ \_\_\_\_\_

11. Based upon this experience, what is your impression of jury service? *(Please circle one response)*

- 1 – More favorable than before
- 2 – Less favorable than before
- 3 – The same as before – favorable
- 4 – The same as before - unfavorable

Please indicate how much you agree or disagree with each of the following statements:

***(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)***

Statement	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
12. The distance I traveled to get to the Court today was reasonable.	6	5	4	3	2	1	0
13. I was able to find the jury assembly room easily.	6	5	4	3	2	1	0
14. It was easy for me to contact the court by telephone to get information about jury service.	6	5	4	3	2	1	0
15. The information I received in the mail about reporting for jury service was easy to understand.	6	5	4	3	2	1	0
16. The parking facilities at/near the courthouse are adequate.	6	5	4	3	2	1	0
17. The court does a good job providing assistance to jurors with special needs.	6	5	4	3	2	1	0
18. Court staff treated me with respect.	6	5	4	3	2	1	0
19. Court staff treated me fairly.	6	5	4	3	2	1	0
20. The <i>furnishings</i> in the jury assembly room (e.g., chairs) are comfortable.	6	5	4	3	2	1	0
21. Court staff were able to answer my questions.	6	5	4	3	2	1	0
22. The initial orientation to jury service delivered in the jury assembly room was understandable.	6	5	4	3	2	1	0
23. Court staff were helpful to me.	6	5	4	3	2	1	0
24. The jury assembly room <i>facilities</i> (e.g., restrooms, telephones) are adequate.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
25. I feel safe in the courthouse.	6	5	4	3	2	1	0
26. The time I had to spend waiting in the jury assembly room was reasonable.	6	5	4	3	2	1	0
27. I was able to use my time productively while I was waiting to be assigned to a courtroom.	6	5	4	3	2	1	0
28. The advance notice I received to report for jury service was adequate.	6	5	4	3	2	1	0
29. Court staff assisted me in a timely manner.	6	5	4	3	2	1	0

**OVERALL COURT PERFORMANCE**

Please rate how well you believe the Siskiyou County Superior Court is doing in each of the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Excellent	Good	Fair	Poor	Don't Know
30. Overall, how would you rate the <u>effectiveness</u> of the services provided to jurors by the Siskiyou County Superior Court?	4	3	2	1	0
31. Overall, how would you rate the <u>quality</u> of the services provided to jurors by the Siskiyou County Superior Court?	4	3	2	1	0
32. Overall, how would you rate the Siskiyou County Superior Court on its <u>accessibility</u> to jurors?	4	3	2	1	0
33. Overall, how would you rate the <u>timeliness</u> of the services provided to jurors by the Siskiyou County Superior Court?	4	3	2	1	0
34. Based on all your court experiences today and in the past, how would you rate the Court on its <u>performance overall</u> ?	4	3	2	1	0

Please rate your level of satisfaction in the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

How satisfied were you with...	Extremely Satisfied	Satisfied	Somewhat Satisfied	Somewhat dissatisfied	Dissatisfied	Extremely dissatisfied	Don't Know
35. The length of time it took today to begin and complete your jury service?	6	5	4	3	2	1	0
36. The information you received from the court <u>in the mail</u> about jury service?	6	5	4	3	2	1	0
37. The orientation you received about jury service in the jury assembly room?	6	5	4	3	2	1	0
38. The assistance provided to you by court staff?	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

39. The way the judge and or court staff treated you today?

**STOP!! IF YOU DID NOT GO TO A COURTROOM TO BE INTERVIEWED AS A POSSIBLE JUROR, GO TO QUESTION # 64; OTHERWISE, PLEASE CONTINUE**

**PART II: QUESTIONS FOR JURORS WHO PARTICIPATED  
IN THE JURY SELECTION PROCESS.**

40. How many different courtrooms did you report to today?

41. For which, if any, of the following reasons did you ask to be excused from sitting on a jury? (*Please circle all that apply*)

- 1 - None, I did not ask to be excused
- 2 - Conflict of interest/nature of my job
- 3 - Transportation difficulties
- 4 - Language difficulties
- 5 - Job responsibilities
- 6 - Care of children
- 7 - Medical
- 8 - Financial hardship
- 9 - Age
- 10 - School
- 11 - Vacation
- 12 - Other

Please indicate how much you agree or disagree with each of the following statements..

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

<b>Statement:</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
42. The judge explained the jury selection process clearly.	6	5	4	3	2	1	0
43. The judge kept all prospective jurors informed about what was going on.	6	5	4	3	2	1	0
44. Courtroom staff (e.g., bailiff, courtroom clerk) treated me with respect.	6	5	4	3	2	1	0
45. The court's procedures for selecting jurors are fair.	6	5	4	3	2	1	0
46. The time I had to spend in the jury selection process was reasonable.	6	5	4	3	2	1	0

**STOP!! IF YOU WERE NOT SELECTED TO SERVE ON A JURY, GO TO QUESTION #64; OTHERWISE, PLEASE CONTINUE.**

Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

**PART III: QUESTIONS FOR SWORN JURORS WHO SERVED ON A JURY.**

47. In what type of case did you serve as a sworn juror?

- 1 – Criminal – the most serious charge was a misdemeanor
- 2 – Criminal – the most serious charge was a felony
- 3 – Civil

48. How many days did you serve as a sworn juror in a trial? \_\_\_\_\_

Please indicate how much you agree or disagree with each of the following statements..

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

Statement:	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
49. The judge treated jurors with respect.	6	5	4	3	2	1	0
50. The judge gave all parties a chance to tell their side of the story.	6	5	4	3	2	1	0
51. I believe the judge treated all parties equally.	6	5	4	3	2	1	0
52. The judge's remarks to jurors during the trial process were clear.	6	5	4	3	2	1	0
53. The instructions the judge gave jurors before we deliberated were clear.	6	5	4	3	2	1	0
54. The furnishings in the jury deliberation room are comfortable.	6	5	4	3	2	1	0
55. The judge took the time to answer jurors' questions.	6	5	4	3	2	1	0
56. The judge took the time to explain his/her rulings.	6	5	4	3	2	1	0
57. The judge/courtroom staff kept jurors informed about the progress of the case.	6	5	4	3	2	1	0
58. The court hearing/trial began at the time it was scheduled to begin.	6	5	4	3	2	1	0
59. In my opinion, the trial in which I sat as a juror seemed to be resolved in a reasonable amount of time.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**JUROR EXIT SURVEY**

Please rate your level of satisfaction in the following areas.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

How satisfied were you with...	Extremely Satisfied	Satisfied	Somewhat Satisfied	Somewhat dissatisfied	Dissatisfied	Extremely dissatisfied	Don't Know
60. The way the trial was conducted?	6	5	4	3	2	1	0
61. The jury deliberations in the trial in which I sat as a juror?	6	5	4	3	2	1	0
62. The jury verdict in the trial in which I sat as a juror?	6	5	4	3	2	1	0
63. The length of time it took to complete the trial in which I sat as a juror?	6	5	4	3	2	1	0

64. Please list up to three recommendations of ways you think jury service could be improved:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Thank you for taking the time to complete this survey.  
Your comments are valuable to us.**

# Superior Court of California, County of Siskiyou

## SURVEY OF COURT EMPLOYEES

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to all court users and the community as well as improving the internal work environment for all judicial officers and court staff. As part of its ongoing strategic planning and improvement activities, the Court is surveying all judges and court staff to gather their views and perceptions about (1) how well the Court is performing in a number of key areas and (2) the Court's work environment. The results of the survey will help the Court's leadership target areas for improvement in the future to make the court's services and work environment more effective and satisfying to everyone.

All of the responses to this survey will be compiled and analyzed collectively, not individually. Thus, your responses will be confidential and not attributed to you in any way. Survey findings will be available in XX MONTH & YEAR XX.

**Please take a few moments to complete this survey and return in the enclosed self-addressed envelope. Please mail the completed survey no later than X DATE X to X NAME X, X ADDRESS X.**

### PART I: COURT PERFORMANCE

Below are several statements about the Courts' performance. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
1. It is easy for court users to get information about their case or the business they need to conduct.	6	5	4	3	2	1	0
2. Court staff treats all court users in a professional manner.	6	5	4	3	2	1	0
3. The amount of time court users must spend getting their legal matter resolved or doing other court business is reasonable.	6	5	4	3	2	1	0
4. Using technology, people are able to do court business (e.g., pay tickets, file forms, get information about their case) without coming to the Court.	6	5	4	3	2	1	0
5. The Court has adequate resources to provide quality services to users.	6	5	4	3	2	1	0
6. In general, the distance court users must travel to attend court hearings or get court services is reasonable.	6	5	4	3	2	1	0
7. The courthouse where I primarily work is a safe environment to do business.	6	5	4	3	2	1	0
8. The Court does a good job providing assistance to court users with special needs (e.g., disabled, non-English speaking, self-represented).	6	5	4	3	2	1	0
9. Court staff treats court users with respect.	6	5	4	3	2	1	0
10. Judicial officers treat court users fairly.	6	5	4	3	2	1	0
11. The costs of going to Court/conducting court business are reasonable.	6	5	4	3	2	1	0
12. The Court provides the <b>information and resources</b> (e.g., forms, computers, signage) to help people do their court business.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**SURVEY OF COURT EMPLOYEES**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
13. Court staff treats court users fairly.	6	5	4	3	2	1	0
14. Court users <b>do not</b> seem to have difficulty finding where they need to go for their court hearing or to do their court business.	6	5	4	3	2	1	0
15. Court staff assists court users in a timely manner.	6	5	4	3	2	1	0
16. The Court informs the public about its services.	6	5	4	3	2	1	0
17. Judicial officers treat court users with respect.	6	5	4	3	2	1	0
18. The Court uses its resources responsibly.	6	5	4	3	2	1	0
19. Court staff does a good job helping court users.	6	5	4	3	2	1	0
20. Court cases seem to be resolved in a reasonable amount of time.	6	5	4	3	2	1	0
21. Court procedures are understandable to all court users.	6	5	4	3	2	1	0

**PART II: COURT WORK ENVIRONMENT**

Below are several statements about the Court's work environment. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
22. The purpose of the Court's Executive Committee is clear to me.	6	5	4	3	2	1	0
23. At work, my opinions seem to count.	6	5	4	3	2	1	0
24. My office space and surrounding environment are adequate for what I do.	6	5	4	3	2	1	0
25. The priorities of the Siskiyou County Superior Court are clear to me.	6	5	4	3	2	1	0
26. My coworkers are committed to doing quality work.	6	5	4	3	2	1	0
27. I am proud to work for the Siskiyou County Superior Court	6	5	4	3	2	1	0
28. In the last six months, my supervisor, or someone at work, has talked to me about my progress.	6	5	4	3	2	1	0
29. I feel informed about what is going on in my Division/work area.	6	5	4	3	2	1	0
30. Cooperation throughout the Court is high.	6	5	4	3	2	1	0



Superior Court of California, County of Siskiyou  
**SURVEY OF COURT EMPLOYEES**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
31. The Court's present administrative structure is effective.	6	5	4	3	2	1	0
32. All staff are treated with respect, regardless of level or position.	6	5	4	3	2	1	0
33. Top judicial leadership / senior court management communicates important matters to me in a timely manner.	6	5	4	3	2	1	0
34. Judge staff and court administration staff work well together.	6	5	4	3	2	1	0
35. I know what is expected of me at work.	6	5	4	3	2	1	0
36. My supervisor, or someone at work, seems to care about me as a person.	6	5	4	3	2	1	0
37. I have received sufficient training in all aspects of my job to be effective.	6	5	4	3	2	1	0
38. Staff in my Division / work unit work well together.	6	5	4	3	2	1	0
39. The priorities of my Division / work unit are clear to me.	6	5	4	3	2	1	0
40. I know whom to contact when I have questions about court operations.	6	5	4	3	2	1	0
41. I am highly satisfied with my job at the Court.	6	5	4	3	2	1	0
42. I have what I need (e.g., forms information, hardware, software) to do my job / work well.	6	5	4	3	2	1	0
43. I feel my work is important.	6	5	4	3	2	1	0
44. At work I have the opportunity to do what I do best every day.	6	5	4	3	2	1	0
45. My supervisor, or someone at work, encourages my development.	6	5	4	3	2	1	0
46. This last year, I have had opportunities to learn and grow at work.	6	5	4	3	2	1	0
47. I understand how my work contributes to achieving the overall priorities of the Court.	6	5	4	3	2	1	0
48. I feel informed about what is going on throughout the Court.	6	5	4	3	2	1	0
49. The future direction of the Court is clear to me.	6	5	4	3	2	1	0
50. In the last six months, I have received recognition or praise for doing good work.	6	5	4	3	2	1	0
51. The Court's judicial leadership (i.e., Executive Committee and supervising judges) and senior court administrative managers seem to work well together.	6	5	4	3	2	1	0
52. I would be more effective if I had more information about the Court's many non-judicial services.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**SURVEY OF COURT EMPLOYEES**

**PART III: PERFORMANCE RATINGS** For each of the following issues, please rate how well you believe the entire Siskiyou County Superior Court is doing today:

**(Please circle one number for each issue)**

	Excellent	Good	Fair	Poor	Don't Know
53. Overall, how do you rate the Siskiyou County Superior Court on its <u>accessibility</u> to court users?	4	3	2	1	0
54. Overall, how do you rate the <u>fairness</u> of decisions made by the Court's judicial officers?	4	3	2	1	0
55. Overall, how do you rate the <u>timeliness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
56. Overall, how do you rate the <u>effectiveness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
57. Overall, how do you rate the <u>quality</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
58. How do you think court users would rate the <u>overall performance</u> of the Court?	4	3	2	1	0

**PART IV: OPEN-ENDED QUESTIONS**

59. In your opinion, what are the three greatest *strengths* of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

60. In your opinion, what are the three greatest *weaknesses* of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

61. In order of priority from most to least important, please list the three changes you would *most* like to see made in the Court.

1. (most important) \_\_\_\_\_
2. \_\_\_\_\_
3. (least important) \_\_\_\_\_

62. In order of priority from most to least important, please list the three changes you would *least* like to see made in the Court.

1. (most important) \_\_\_\_\_
2. \_\_\_\_\_
3. (least important) \_\_\_\_\_

Superior Court of California, County of Siskiyou

**SURVEY OF COURT EMPLOYEES**

**PART V: BACKGROUND INFORMATION**

Please provide the following information about yourself. Your answers are for statistical purposes only and will not be reported individually. *(Please circle one number for each question.)*

63. What is your current position?

- 1 – Executive Manager
- 2 – Manager
- 3 – Supervisor
- 4 – Information Technology Staff
- 5 – Court Reporter / Interpreter
- 6 – Legal Research Attorney
- 7 – Courtroom staff (e.g., Court Services, Court Clerk, Courtroom Assistant)
- 8 – Clerk's Office Staff
- 9 – Fiscal/Budget/Special Services/Administrative Services Support Staff
- 10 – Other *(please specify)* \_\_\_\_\_

64. In what area of the Court do you work?

- 1 – Administrative Services
- 2 – Criminal Operations
- 3 – Civil Operations
- 4 – Juvenile Operations
- 5 – Probate Operations
- 6 – Family Operations
- 7 – Traffic Operations
- 8 – Court Technology Services
- 9 – Court Services
- 10 – Special Services
- 11 – Other *(please specify)* \_\_\_\_\_

65. How long have you worked for the Siskiyou County Superior Court (including your time working for the Municipal Court)?

- 1 – Less than 1 year
- 2 – 1 year but less than 3 years
- 3 – 3 years but less than 5 years
- 4 – 5 years but less than 10 years
- 5 – 10 years but less than 15 years
- 6 – 15 years but less than 20 years
- 7 – 20 or more years

66. Which of the following best describes your primary work location?

- 1 – Yreka Courthouse
- 2 – Weed Courthouse
- 3 – Family Law Court
- 4 – Family Law Services
- 5 – Dorris Branch
- 6 – Happy Camp Branch

**Thank you for completing and returning this survey no later than MM/DD/YY.**

**Feel free to attach additional pages of comments.**

# Superior Court of California, County of Siskiyou

## SURVEY OF JUDICIAL OFFICERS

The Superior Court of California, County of Siskiyou, is committed to improving the services it provides to all court users and the community as well as improving the internal work environment for all judicial officers and court staff. As part of its ongoing strategic planning and improvement activities, the Court is surveying all judges and court staff to gather their views and perceptions about (1) how well the Court is performing in a number of key areas and (2) the Court's work environment. The results of the survey will help the Court's leadership target areas for improvement in the future to make the court's services and work environment more effective and satisfying to everyone.

All of the responses to this survey will be compiled and analyzed collectively, not individually. Thus, your responses will be confidential and not attributed to you in any way. Survey findings will be available in XX MONTH & YEAR XX.

**Please take a few moments to complete this survey and return in the enclosed self-addressed envelope. Please mail the completed survey no later than X DATE X to X NAME X, X ADDRESS X.**

### PART I: COURT PERFORMANCE

Below are several statements about the Courts' performance. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
1. It is easy for court users to get information about their case or the business they need to conduct.	6	5	4	3	2	1	0
2. The Court is accountable to the public for the way it spends its money.	6	5	4	3	2	1	0
3. Court cases are resolved in a reasonable amount of time.	6	5	4	3	2	1	0
4. Court staff treats court users with respect.	6	5	4	3	2	1	0
5. The costs of going to Court / conducting court business are reasonable.	6	5	4	3	2	1	0
6. The courthouse where I primarily work is a safe environment to do business.	6	5	4	3	2	1	0
7. The Court works well with the California Legislature.	6	5	4	3	2	1	0
8. Judicial officers give all parties a chance to tell their side of the story.	6	5	4	3	2	1	0
9. Court staff treats court users with respect.	6	5	4	3	2	1	0
10. The Court uses its resources responsibly.	6	5	4	3	2	1	0
11. The Court does a good job providing assistance to court users with special needs (e.g., disabled, non-English speaking, self-represented).	6	5	4	3	2	1	0
12. Judicial officers' decisions are fair and impartial.	6	5	4	3	2	1	0
13. The Court informs the public about its services.	6	5	4	3	2	1	0
14. Court procedures are understandable to all court users.	6	5	4	3	2	1	0
15. The Court has adequate resources to provide quality services to users.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**SURVEY OF JUDICIAL OFFICERS**

16. Court staff assists court users in a timely manner.	6	5	4	3	2	1	0
17. The Court has a good reputation in the community.	6	5	4	3	2	1	0
18. Judicial officers treat all people equally.	6	5	4	3	2	1	0
19. The Court works well with its local justice system partners.	6	5	4	3	2	1	0
20. Using technology, people are able to do court business (e.g., pay tickets, file forms, get information about their case) without coming to the Court.	6	5	4	3	2	1	0
21. The amount of time jurors must wait for a court hearing to take place is reasonable.	6	5	4	3	2	1	0
22. Judicial officers take time to explain court procedures to unrepresented parties.	6	5	4	3	2	1	0
23. The Court provides the <b>information and resources</b> (e.g., forms, computers, signage) to help people to do their court business.	6	5	4	3	2	1	0
24. The court uses appropriate alternative dispute resolution forums to resolve legal matters and disputes.	6	5	4	3	2	1	0
25. Judicial officers take the time to explain their decisions / rulings.	6	5	4	3	2	1	0
26. Judicial officers consistently follow the Court's rules of procedure in processing cases.	6	5	4	3	2	1	0
27. The Court works well with the communities it serves.	6	5	4	3	2	1	0
28. The Court's case flow management practices are effective in reducing delay in deciding cases.	6	5	4	3	2	1	0
29. The Court does a good job helping court users do their court business.	6	5	4	3	2	1	0
30. Court hearings begin at the time they are scheduled.	6	5	4	3	2	1	0
31. The Court's procedures for selecting jurors are fair.	6	5	4	3	2	1	0
32. In general, the distance court users must travel to attend court hearings or get court services is reasonable.	6	5	4	3	2	1	0
33. The Court works well with the California State judicial leadership.	6	5	4	3	2	1	0
34. Judicial officers treat court users with respect.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**SURVEY OF JUDICIAL OFFICERS**

**PART II: COURT WORK ENVIRONMENT**

Below are several statements about the Court's work environment. Please indicate how strongly you agree or disagree with each statement.

*(Please circle one number for each statement. Circle "0" if you don't know, are not sure, have no opinion, or if the question is not applicable.)*

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
35. The purpose of the Court's Executive Committee is clear to me.	6	5	4	3	2	1	0
36. I feel my work is important.	6	5	4	3	2	1	0
37. Judge staff and court administration staff work well together.	6	5	4	3	2	1	0
38. The Court's present administrative structure is effective.	6	5	4	3	2	1	0
39. The priorities of the Siskiyou County Superior Court are clear to me.	6	5	4	3	2	1	0
40. I know whom to contact when I have questions about court operations.	6	5	4	3	2	1	0
41. I am kept informed about how well the court is achieving its goals.	6	5	4	3	2	1	0
42. All staff is treated with respect, regardless of level or position.	6	5	4	3	2	1	0
43. I have what I need (e.g., forms, information, hardware, software) to do my work well.	6	5	4	3	2	1	0
44. Top judicial leadership /senior court managers communicate important matters to me in a timely manner.	6	5	4	3	2	1	0
45. My chambers, courtroom, and surrounding environment are adequate for what I do.	6	5	4	3	2	1	0
46. The future direction of the Court is clear to me.	6	5	4	3	2	1	0
47. I am highly satisfied with my position as a judicial officer.	6	5	4	3	2	1	0
48. The work of the Court's many judicial, joint and staff committees is coordinated.	6	5	4	3	2	1	0
49. I have received sufficient training in all aspects of my position as a judge to be effective.	6	5	4	3	2	1	0
50. I am proud to sit on the bench of the Siskiyou County Superior Court	6	5	4	3	2	1	0
51. I feel informed about what is going on throughout the Court.	6	5	4	3	2	1	0
52. The Court's judicial leadership (i.e., Executive committee and supervising judges) and senior court administrative managers work well together.	6	5	4	3	2	1	0
53. I would be more effective if I had more information about the Court's many non-judicial services.	6	5	4	3	2	1	0
54. The purpose and expectation of the Court's existing committees are well defined.	6	5	4	3	2	1	0

Superior Court of California, County of Siskiyou  
**SURVEY OF JUDICIAL OFFICERS**

**PART III: PERFORMANCE RATINGS**

**For each of the following issues, please rate how well you believe the entire Siskiyou County Superior Court is doing today:  
(Please circle one number for each issue)**

	Excellent	Good	Fair	Poor	Don't Know
55. Overall, how do you rate the Siskiyou County Superior Court on its <u>accessibility</u> to court users?	4	3	2	1	0
56. Overall, how do you rate the <u>fairness</u> of judicial officers in applying court procedures?	4	3	2	1	0
57. Overall, how do you rate the <u>fairness</u> of decisions made by the Court's judicial officers?	4	3	2	1	0
58. Overall, how do you rate the <u>timeliness</u> of the services provided by the Siskiyou County Superior Court?					
59. Overall, how do you rate the <u>effectiveness</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
60. Overall, how do you rate the <u>quality</u> of the services provided by the Siskiyou County Superior Court?	4	3	2	1	0
61. How do you think court users would rate the <u>overall performance</u> of the Court?	4	3	2	1	0

**PART IV: OPEN-ENDED QUESTIONS**

62. In your opinion, what are the three greatest ***strengths*** of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

63. In your opinion, what are the three greatest ***weaknesses*** of the Siskiyou County Superior Court?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

64. In order of priority from most to least important, please list the three changes you would ***most*** like to see made in the Court.

1. (most important) \_\_\_\_\_
2. \_\_\_\_\_
3. (least important) \_\_\_\_\_

65. In order of priority from most to least important, please list the three changes you would ***least*** like to see made in the Court.

1. (most important) \_\_\_\_\_
2. \_\_\_\_\_
3. (least important) \_\_\_\_\_

Superior Court of California, County of Siskiyou  
**SURVEY OF JUDICIAL OFFICERS**

**PART V: BACKGROUND INFORMATION**

Please provide the following information about yourself. Your answers are for statistical purposes only and will not be reported individually. ***(Please circle one number for each question.)***

63. What is your current position?

1 – Presiding Judge, Assistant Presiding Judge, Supervising Judge

2 – Judge

3 – Assigned Judge

4 – Commissioner

5 – Other *(please specify)* \_\_\_\_\_

64. In what area are you assigned?

1 – Criminal

2 – Civil

3 – Juvenile

4 – Family / Probate

5 – Traffic

6 – Other *(please specify)* \_\_\_\_\_

65. How long have you been a judicial officer for the Siskiyou County Superior Court (including your time working for the Municipal Court & the Siskiyou County Superior Court benches)?

1 – Less than 1 year

2 – 1 year but less than 3 years

3 – 3 years but less than 5 years

4 – 5 years but less than 10 years

5 – 10 years but less than 15 years

6 – 15 years but less than 20 years

7 – 20 or more years

66. Which of the following best describes your primary work location?

1 – Yreka Courthouse

2 – Weed Courthouse

3 – Family Law Court

4 – Family Law Services

5 – Dorris Branch

6 – Happy Camp Branch

**Thank you for completing and returning this survey no later than MM/DD/YY.**  
**Feel free to attach additional pages of comments.**